
The Competent[®] Manager

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*At one time or another, some of us do dream of becoming the CEO of a large multi-national company – sitting in a 2-inch-thick carpeted room on the top floor of Singapore’s tallest office building overseeing the waters off Sentosa. But what is it like to be a CEO?
A good CEO!*”

Objective

A manager’s job is complex, sometimes daunting; often challenging. It comprises of many functions, all of which must be performed well for the manager to be effective. Yet, rarely, if ever, since human civilization has the role of the manager remained constant. Many of today’s challenges are unlike those of yesterday.

The focus of this workshop is on these challenges and how we can adapt to maintain effective managerial performance. Key to the role of the manager is each of the major managerial functions of planning, organizing, leading and controlling. As a subset of these, the workshop will also explore other important managerial skills and processes such as effective communication skills, managerial decision making and challenges in the 21st century.

For Who

Managers and supervisors who have a managing function. Team leaders and project leaders.



Want to know more?

Kelvin Ong @ HP: 9 68 68 268

Workshop Content (3-day)

Understanding the Managerial Task

- Evolution of Management Thought
- Managing in a Changing Environment
- Managerial Ethics and Social Responsibility

Planning

- Environment and Objectives
- Goal setting and Planning
- Managerial Decision Making

Organising

- Concepts of Organising
- Organisation Culture and change
- Staffing and Human Resource Management

Leading and Interpersonal Influence

- Motivation
- Effective Leadership
- Group Dynamics and Handling Conflict

Controlling

- The Control Process
- Management Information Systems
- Production/ Operations Management

New Challenges

- Entrepreneurship, Intrapreneurship
- International Management

Workshop Leader

Kelvin Ong, MSc, DTM has 18 years experience in training and personal development. He is the First District Governor of the Pan-Southeast Asia Toastmasters District. He is also the only member in Asia to be named to the President’s Circle, Toastmasters International Hall of Fame. Kelvin holds a Master of Science degree in Training with the University of Leicester, UK and a Diploma in Training and Development Management with the Institute of Training Development (ITD), UK. He specialises in personal development, train-the-trainer and service skills training. He is a certified workshop facilitator of Personal Dynamics Institute (USA). He was also a certified facilitator for 7 Habits of Highly Effective People when he was the Training Manager of NUH. A freelance trainer with NUS, SIM, SHRI and several other institutions, Kelvin is also a founder member of MENSA Singapore. He is the co-author of the book “From Dream to Reality”.

Also available: *The Magic of Attitudes, Making Training Fun, The Competent Trainer and Service is a Habit*

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